

**DEPARTMENT
POLICY**

SER does not assist a group who failed to use their available money to prevent a shelter, energy or utility emergency. A client-caused emergency is when an SER group fails to pay required payments for the six-month period prior to the month of application.

Include all members who were in the home and not excluded for each month. Include a deceased person if they were alive during the required payment period; see ERM 201, Group Composition, for excluded persons.

**REQUIRED
PAYMENTS**

Evaluate the payment history for the preceding six-month period to determine the required payment criteria. Required payments are actual shelter costs or required energy and/or utility payments as outlined in ERM 301 & ERM 302. Required payments are determined based on the group members in the home during the required payment period. Required payments include the deceased if alive during the required payment period.

Note: Previously issued SER funds cannot be used to make required payments. Contributions from any other source can count toward required payment amounts. Refer to ERM 103 and the DHS-1419, Decision Notice, in RFF 1419 regarding time frames allowed for the client to make copayments, contributions or shortfalls when all other eligibility criteria are met.

GOOD CAUSE

Good cause may exist as a basis for an applicant's failure to prevent an emergency.

Establish good cause for the following services:

- Relocation services.
- Home ownership services (except property taxes).
- Energy services.
- Utility services.

**Good Cause -
Failure to Meet
Obligations**

Good cause for failure to meet obligations for shelter, energy, or utilities exists if:

- The SER group's net countable income from all sources during each month the group failed to pay their obligations was less than the amount shown for the SER group size in the good cause table in this item.
- The income was not reduced by a disqualification of SSI or department benefits for failure to comply with a program requirement.

Note: This includes income of people who were in the group during the required payment period.

**Good Cause -
Unexpected
Expenses**

If the emergency resulted from unexpected expenses related to maintaining or securing employment, verify expenses for each month the group failed to pay their obligations. The employment related expenses must equal or exceed the monthly obligation. Payment differences are the responsibility of the SER group.

**VERIFICATION
REQUIREMENTS**

The following are acceptable sources of verification:

**Required
Payments**

- Receipts showing date, amount and service paid.
- Statement from provider indicating date and amounts of payments made. This statement may be in the form of a fax, email, phone call or information obtained from the provider's secure Web site.

**Employment
Expenses**

- Receipts that verify the date, type and amount of the employment expense.

**GOOD CAUSE
DETERMINATION
TABLE**

| GOOD CAUSE DETERMINATION TABLE | |
|--|-------------------|
| SER Group Size | Good Cause Amount |
| 1 | \$225 |
| 2 | \$240 |
| 3 | \$255 |
| 4 | \$270 |
| 5 | \$285 |
| 6 | \$300 |
| Groups larger than 6 persons: Add \$15 for each additional person. | |

**SER QUICK
REFERENCE
CHARTS**

Refer to the SER Desk Aid in the Systems Instructions Codes (SIC) manual for quick reference charts to SER services, payment maximums and coding.

LEGAL BASE

MAC R400.7001 et seq.